Question 1
SOW Page 11   *When you say you want your elearning to run under iOS and Android do you mean as a web/HTML app or as a native app?*
Answer 1
Both options are acceptable.

Question 2
Statement of Work, Section 7.2:   *Could you please provide us with more information on your preferred technology for the courses. Can we assume that this will be Flash? Do you see the need for alternative technologies e.g. in order to support the mobile use of the courses (on iOS devices) resp. to enable users with low bandwidth to access the courses?*
Answer 2
There's no preferred technology.

Question 3
Statement of Work, Section 7.2:   *Could you provide some additional concerning the minimum hardware configuration for expected end user devices (PC, laptop, mobile devices)? In particular, more detailed information on browsers and browser versions to be supported will be appreciated?*
Answer 3
Please refer to the minimum hardware configurations required to run Windows 7/Mac OS X 10.7

Question 4
Statement of Work, Section 7.8: You seem to anticipate the use of the courses on mobile devices as well.   *Could you please specify your preferred way of providing learners with the courses, i.e. online or offline? What browser specifications will apply to the mobile use of the course?*
Answer 4
Both are acceptable, refer to Answer No. 1.

Question 5
Statement of Work, Section 8: In the list of deliverable items you require a "Report of the findings and actions from the pilot-phase of the project".   *What do you exactly mean by "pilot-phase"? Does this refer to Phases 1 and 2 of the contract? Or do you intend to conduct one or several pilot projects within project Phases 1 and 2? If so, what will be the role of the contractor in such pilot projects? Please advise.*
Answer 5
The pilot phase of the project is the testing phase of the developed modules, as identified in Attachment 1 of the RfP

Question 6
In the first round clarification, it is mentioned that "the IAEA will provide appropriate Subject Matter Experts (SMEs)." Generally, the role of SMEs could be in two kinds: consulting with script writing and provision of guidance on a specific subject, or just consulting just with provision of guidance on a specific subject. The role of SMEs is very important to determine the scope of e-learning module development. *Please clarify whether the SMEs will provide course material with written script of each subject (e.g. National position, Human resources, etc.) or not? If not, who should write the scrip of each subject? And, what is the role of SMEs specifically?*

Answer 6
The script shall be done by the Contractor based on the material developed by the SMEs in the consultancy meeting working groups. The reason why the IAEA wants the Contractor to participate to these consultancy Meetings is to help them to familiarize themselves to the content of the module and give them a chance to start develop the script based on the knowledge given in the consultancy meetings. Information on the topics has been created by multiple meetings, conference sessions, individual staff and expert information and a variety of material from existing Nuclear Energy and Nuclear Safety Standards. The objective of the consultancy meetings (were the SMEs are available) is to develop E-learning objectives and content for newcomers. By the end of this consultancy the target outcomes will be to utilize collected material from all sources and develop the material into a format that may be created into an E-learning module for distribution to MS considering nuclear power. The actual module shall be created by the Contractor mentioned above but the working group will prepare the material so it may be easily transferred to an E-learning base. The working group (SMEs) will be made up of participants who will be able to complete the task of assimilating all information provided and transitioning it into an understandable and usable format for the Contractor.

Question 7
At the 9th section of page 6 in the Request for Proposal (RFP), the clause says "Describe and demonstrate at least two previous e-learning examples, of a similar size or bigger, that you have developed in the last two years" Generally, an e-learning course is largely constituted into lots of modules (e.g. Course Title: The IAEA milestone, Module 1: National position, Module 2: Human resources, etc.) *What is the basis of the size? Is it the size of an e-learning module (e.g. Module 1: National Position, Module2: HRD, etc.) or that of the five e-learning modules all together?*

Answer 7
The length of each of those modules will be between 1-4 hours thus we are asking Bidders to show us examples two previous e-learning modules or systems that they have developed in the last two years that are of this length. The IAEA wants to see these examples to understand the style and competencies your company uses in already developed e-learning.

Question 8
At the 10th section of page 6 in the RFP, the clause says "the professional resumes of the key individuals planned to be involved in the project, including any key sub-contractors or partnership companies, shall be attached to the proposal".
Is it necessary to have the resume/CV notarized? Also, should we attach any additional documents (e.g. certified copies of the key individuals' diploma, etc.) to prove the resume/CV?
Answer 8
It is not necessary to have the CVs notarised at this time and copies of diplomas are not required. However, the IAEA reserves the right to verify the provided documentation of the successful Bidder.

Question 9
At the 9th section of page 6 in the RFP, the clause says "Describe and demonstrate at least two previous e-learning examples, of a similar size or bigger, that you have developed in the last two years "Also, the article suggests "The Proposal should be preferably submitted in electronic format" at page 6 in RFP.
Can we submit the examples by linking to a website/webpage if it is difficult for us to send the example via e-mail due to technical or size constraints?
Answer 9
Yes, your examples can be submitted by linking to a website or webpage; please do provide a description of the project.

Question 11
On 2 of the section1.2.1. of the statement of work document, it states that phases 1-3 (from the IAEA document: "Milestones in the Development of a National Infrastructure for Nuclear Power, Ref. [1]) are included as one of four main parts.
Are these phases the same as the one described in 1.2(Phase 1 -Basic course on Consideration to launch a new nuclear programme, Phase 2 -Advanced course modules 1-4 on Milestones, etc).
Answer 11
The phases 1-3 in "Milestones"-document are not the same ones described in chapter 1.2. The IAEA Milestones approach identifies three distinct "Phases" in the development of a nuclear power programme; this is distinct from the 'phases' identified for this project. More information is available in the Applicable document [1].

- - - Start of questions on the compliance Matrix Question - - -

Question 12
Regarding the requirement No. 11, [Ability to track progress through the modules and to restart at the location, if training was halted or not fully completed. It shall be apparent to the user which sub-modules or lessons he or she has already visited and which modules he or she has successful completed],
1) Does the „Ability to track progress through the modules" mean that the modules, WBI format and CBT format as well, shall have built-in database or independent database to store the progress of each trainee?
2) If the modules will be uploaded to SCORM-compliant LMS, the requirements mentioned on the compliance list will be fulfilled by LMS itself. Does it mean that these requirements shall be fulfilled in CBT(DVD) format as well?
Answer 12
1) The IAEA expects that the Bidder will provide an adequate solution to fulfil requirements
2) Yes

Question 13
Regarding the requirement No. 15, [The E-learning Modules shall include full text search diagnostics and correction],   *What does full text search diagnostics and correction mean? Does it refer to the text search function?*
Answer 13
This requirement was rephrased, see updated SoW.

Question 14
Regarding the requirement No. 20, [Random selection of questions from pool of questions],   *1) Any particular requirement for this pool of questions;*   *2) If the modules will be uploaded to SCORM-compliant LMS, the requirements mentioned on the compliance list will be fulfilled by LMS itself. Does it mean that these requirements shall be fulfilled in CBT(DVD) format as well?*
Answer 14
1) No   2) Yes

Question 15
Regarding the requirement No. 35, [The Contractor shall create and include tools as specified above for assessment of learning results],   *1) What includes learning results? Does it limit to the assessment of the test result ?*   *2) If the modules will be uploaded to SCORM-compliant LMS, the requirements mentioned on the compliance list will be fulfilled by LMS itself. Does it mean that these requirements shall be fulfilled in CBT(DVD) format as well? Even in this case, internet access may be required. Can we assume that internet is available for CBT trainees as well?*
Answer 15
1) This shall be proposed by the Bidder.   2) Yes.

Question 16
Regarding the requirement No. 36, [The Contractor shall maintain an online bug tracking tool and shall provide access for the IAEA to this tool. |The IAEA shall be able to directly file issues in this tool. Issues filed by Contractor shall be visible to the IAEA. The bug tracking tool shall provide information about what features have been resolved in what software version],   *Does this online bug tracking tool refer to the online bulletin board where project participants can post errors and the progress of correcting these errors can be tracked?*
Answer 16
The online bug tracking tool shall be proposed and provided by the Bidder.

- - - End of questions on the compliance Matrix Question - - -

Question 17
Regarding Section 3, Question 24 we do not have ISO 9000 certification or equivalent though we are aiming at SEICMM - though this will take some time.   *Does this preclude us from applying for this tender?*
Answer 17
The ISO 9000 certification is not required but the company needs to fulfil all the related requirements.

Question 18
What would constitute success for this project and how will this be measured?
Answer 18
A major measure of the success of this project will be the satisfactory performance of the Contractor. The Contractor's performance will be monitored as follows: • The extent to which the Contractor fulfills all technical specifications and functionality requirements as outlined by the IAEA in the Statement of Work for each deliverable;   • The time required by the Contractor to produce a prototype and the turnaround time to answer questions and the time required to respond and apply fixes as requested by the IAEA;   • The extent to which the Contractor meets the quality controls agreed with the IAEA;   • The extent to which the Contractor performs timely delivery in accordance with the agreed delivery schedule;   • The extent to which the Contractor provides maintenance and warranty support within the agreed turnaround times.   Targets and turnaround times will be agreed with the Contactors as part of the implementation plan and the Contractor will be asked to report on the agreed indicators.

Question 19
Can you describe how you see the 12 days of consultancy being used and what the expected outcome would be from these days.
Answer 19
Refer to answer No. 6.

Question 20
Do you anticipate a requirement for further meetings?
Answer 20
If needed.

Question 21
Do you want the audience to have freedom to navigate anywhere in the courses or would you prefer them to go through the e-learning in a linear fashion?
Answer 21
The IAEA would prefer both of those options.

Question 22
What are the expected number of learners and who would you say is the primary audience out of those you have listed?
Answer 22
The number of learners are likely to be in the hundreds and the primary audience are likely to be the Decision makers, advisers and senior managers in Member States

Question 23
How many Subject Matter Experts will be involved in the project?
Answer 23
Approximately 10 per module.

Question 24
Who will be on the IAEA project team and is there a dedicated project manager?
Answer 24
The IAEA is planning to have a core team of three (3) people dedicated to this project for the majority of their time. There will be additional members joining for specific topics and modules. There will be a dedicated project manager.

Question 25
Can you describe how many people will be involved in review processes and indicative time frames for reviewing. So for example, how many days would you need to review the initial storyboard for module 1?
Answer 25
This will be agreed together with the Contractor based on their timetable proposal.

Question 26
Would we have access to your photo library for images?
Answer 26
The Contractor will get access to all relevant materials.

Question 27
Does video exist for this e-learning?
Answer 27
Not specifically for these modules but there might be some useful existing videos.

Question 28
Do you have any preferences for e-learning authoring tools in view of the fact that your internal team may be doing updates?
Answer 28
No, the IAEA does not have any preferred technology or tool

Question 29
What do you see as the issues or challenges for this project?
Answer 29
Bidders are expected to be experts that are familiar with the challenges and issues of such projects.

Question 30
Does the IAEA have a preference for a particular tool for creating e-learning content, such as Articulate?
Answer 30
There's no preferred technology or tool, as long as it's SCORM compliant.

Question 31
What's the readiness of existing content (PowerPoint files, Word and PDF documents and videos) for conversion into e-learning? i.e. To what extent does the IAEA expect suppliers to adapt current assets for the e-learning programmes?
Answer 31
The stage of readiness varies but basically most of the materials are in an early development stage.

Question 32
We have reviewed the technical specification and would like to know if we can use Flash version 8?
Answer 32
There's no preferred technology or tool as long as it's SCORM compliant and meet SoW requirements.

Question 33
The company …. has submitted a registration form to the IAEA in the past but we are not sure if the registration is valid and meets the required time of two years. *Could you please provide us with the information if it is necessary for us to submit the U.N. Common Supplier Registration Form again?*
Answer 33
Please resubmit an updated supplier registration form or a copy of the registration on UNGM.

Question 34
In the document „INSTRUCTIONS FOR PREPARATION OF THE PROPOSAL", section A) SUBMISSION OF THE PROPOSAL, there is written that each envelope shall be labeled. On the label there is mentioned closing date: 2012-06-03. In the provisional timeline for this procurement there is mentioned the tender closing date 2 July 2012. *We would like to ask you if the date mentioned on the label is correct?*
Answer 34
The tender closing date is 2 July 2012.

Question 35
Submission of the proposal in electronic form – in the case of large size of the document is it possible to submit the proposal using some file repository? If yes, do you have some specific preferred file repository that you could recommend?
Answer 35
The IAEA does not have a preferred file repository; it is however suggested to compress (zip) large files in your submission.

Question 36
"As a stand-alone, self-contained Computer-Based Training (CBT) module distributed on DVD and running on a local computer under Windows XP/ or Vista or Windows 7 (or later) or Mac OS X 10.7 (or later) operational system"   (Ref: Req#12) *Question: Please elaborate what will be the role of the CD installation and why it will be needed. Why can the web platform alone not suffice? The solution proposed needs to communicate with a central DB, how will updates happen if users work on a local environment?*
Answer 36
CD installation would be necessary, for example, in areas where inadequate, insufficient or where there is a complete lack of internet connection.

Question 37
"Ability to track progress through the modules and to restart at the same location, if training was halted or not fully completed. It shall be apparent to the user which sub-modules or lessons he or she has already visited and which modules he or she has successfully completed" (Ref: req#13)   *Question – Please clarify that the restart does not apply to the contents being played in the multimedia player*
Answer 37
The functionality is desirable but not critical.

Question 38
"The E-learning Modules shall provide start, stop, pause functions and cue points to control animations and videos" (Ref: req#14)   *Question – Provide an example on where a cue point will be needed.*
Answer 38
For example, in a long lecture there could be multiple topics and you prefer to go directly to a specific topic or skip some part.

Question 39
A Glossary of important terminology shall be accessible from the menu and via context sensitive links directly from the text (Ref: req#16)   *Question – Please provide details on what is expected from the Glossary function. Once the terms are added by the admin, where all will they link?*
Answer 39
The solution shall be proposed by the Bidder. For example, it can be in the form of a pop-up window with the glossary definition appearing when end-user clicks the term.

Question 40
The E-learning Modules shall include Tutoring options where appropriate (Ref: req#18)   *Question – Is chat as a tool for tutoring acceptable?*
Answer 40
No.

Question 41
"clicking on elements in graphics and passive animations"(Ref: req#21)   *Question –Please provide an example of a scenario where passive animation will be used.*
Answer 41
This relates to the assessment of learning (Section 7.1 of SoW). An example might be where the learner is asked to click on a diagram to correctly identify a particular element.

Question 42
"Functions such as presentation of information"   (Ref: req#29) *Question –Please clarify this requirement*
Answer 42
This relates to the assessment of learning (Section 7.1 of SoW). An example might be where the learner is asked to click on an area and additional information is provided.

Question 43
The only question I have right now for the IAEA is a request for clarity on the 'search and correction' piece. This already appears in the Q/A you sent yesterday but the question is not fully answered. It looks like they want the entire course to be text searchable (enter a word in a text box, find any instances of that word in our course). *So can you ask them to clarify if it is sufficient to have:* *a)   A menu that runs to screen level for two click access to any screen in a topic* *b)   Questions that map to topics to an incorrect answer refers you to the relevant screen(s) or topic*
Answer 43
The specific solution shall be provided by the Bidder. Options a) and b) could be possible solutions.

- - - End of Round 2 Questions - - -